

RMD Bulletin

Knowledge is power...

Online Process To Remove OHC



When performing eligibility checks on the Medi-Cal website, providers may encounter clients with Other Health Coverage (OHC). If the provider believes that this is an error, because the client no longer has insurance or never had insurance coverage, obtain verification, such as a letter of coverage termination from the insurance company or documentation from the insurance company stating that the client was never a member. Once verification is obtained, inform the California Department of Health Care Services (DHCS) Third Party Liability and Recovery Division (TPLRD) to remove the OHC indicator from the client's eligibility record.

TPLRD has an online form for the removal of erroneous OHC messages. The online form provides a secure means of transmitting the minimum Personal Health Information required to process a request. Access to the OHC Removal online form is available on the OHC Processing Center website at http://www.dhcs.ca.gov/services/Pages/TPLRD_OCU_cont.aspx. Revenue Management Division (RMD) strongly encourages providers to take advantage of the new online form when requesting changes to OHC indicators.

Providers will need the following information to complete the online form:

- Full name as it appears on the client's Benefits Identification Card (BIC)
- Medi-Cal ID number or Client Index Number (CIN)
- Date of birth
- Policy stop date (use your request date as a stop date if the policy end date is not available)
- Provider contact information

Note that counties who send OHC termination information are not required to send termination verification letters, but it is highly recommended that you keep copies of the verification obtained in the client's financial folder.

Providers can still use the TPLRD's email or Fax methods to remove erroneous OHC messages. (Refer to RMD Bulletins No.: NGA 09-055 and DMH 09-056 [Aid Code Update: How to Remove Other Health Coverage OHC](#)).

We're here to help you...

If you have any questions please contact RMD at (213) 480-3444, or via email at RevenueManagement@dmh.lacounty.gov.